

County of San Diego, Health and Human Services Agency (HHSA)
Eligibility Policy and Procedures

CALWIN NON-SYSTEM DETERMINED ISSUANCES (NSDI)

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Issue Date:

01/22/2016

Effective Date:

Upon Receipt

Background:

The NSDI window in CalWIN allows for the option of issuing benefits when the worker is unable to issue benefits due to an issue related to CalWIN functionality as well as a recording of the issuance when the eligibility determination and/or benefit calculation has to be completed outside of normal CalWIN functionality.

Purpose:

To provide guidance as to when it is acceptable to issue benefits using the NSDI window in CalWIN.

Policy:

Authorization of benefits through NSDI must be restricted and closely monitored to ensure program and system integrity. NSDI may be used for the following reasons:

- To issue cash or CalFresh benefits on an emergency basis when CalWIN functionality will not issue the benefits
- To record benefits issued manually due to CalWIN unavailability (Downtime)
- To issue certain benefits for Foster Care and Child Care programs

Note: Foster Care and Child Care have separate procedures.

To ensure accuracy of benefit issuances and program integrity, eligibility staff are required to thoroughly document all calculations related to the benefit amount to be issued via NSDI and to log case comments as to the reason the benefits could not be issued through the EDBC authorization process in CalWIN. Supervisors will ensure that all documentation, related manual budgets and case comments are addressed and imaged prior to authorizing Fiscal to release NSDI benefits.

Procedures:

Issue Cash or CalFresh benefits when correct benefits cannot be processed via CalWIN functionality. For the office procedures, see the NSDI Processing Guide found on the EO InSite Share Point Site under the Eligibility Operations page.

Impacts:

All Programs except Medi-Cal and County Medical Services (CMS)

References:

On-Line User's Manual (OLUM) in CalWIN Help

Sunset Date:

This policy will be reviewed for continuance by 01/22/2019.

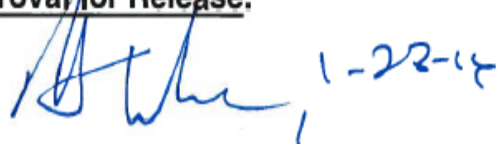
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Approval for Release:

A handwritten signature in blue ink, appearing to read 'Rick Wanne', followed by the date '1-28-14'.

Rick Wanne, Director
Eligibility Operations